

Otis' eService Web site provides building owners and managers with around-the-clock access to critical elevator performance and service information.

OVERVIEW

eService performance dashboard

A quick overview of performance and service data, easily customized to meet users' needs

Customizable reports

Performance, availability, maintenance history reports and more – all available in the user's preferred format

Download service data

Quickly download critical service information for the date range and in the level of detail needed

Automatic updates

Select performance and service reports to receive regularly via e-mail

KEY FEATURES

Easy-to-use, customizable eService Web site

Designed with building owners and managers in mind, the eService Web site makes getting equipment information both simple and intuitive. After logging in, users immediately see the eService performance dashboard – a customizable overview of performance and service data.

From availability reports to service call and maintenance repair details, users can select from a variety of reports using the drop-down reports menu. Within reports, users can adjust the level of detail they wish to see, whether unit, building or contract levels. In addition, they can configure the report date range as needed and view data in bar chart, line graph or table format.

Convenient access to equipment and service data

While users can access the eService site at any time to review key equipment information, they also have the opportunity to download this data and register for regular e-mail updates.

While logged into the eService site, users can customize service data and quickly download in their preferred format. The eService system also offers users the opportunity to receive automatic e-mail updates. Users simply select the performance and service reports they would like to receive and set the frequency from monthly to annually.

Performance Dashboard

08/01/2007 - 07/31/2008 [Modify Date Range](#) [Generate Report](#)

Contract	Number of Units	Availability%	Customer-Initiated Calls	REM-Initiated Calls	Total	REM Units Installed	REM Units Operating	Annualized Runs (000s)	Annualized Door Ops (000s)
CA 04037	1	100.0	1	1	2	1	1	45	145
CA 15402	1	100.0	0	1	1	1	1	160	525
NK805022	12	99.1	30	18	48	12	12	1200	3530
NPK09837	39	97.3	152	30	182	22	20	2150	6520
NPM05005	55	99.0	190	26	216	22	14	1625	5100
SAN06971	16	99.7	20	28	48	16	16	1450	4250
TAK05886	1	100.0	0	0	0	1	1	120	375
TAC06051	5	99.7	8	6	14	4	4	630	1970
TAC06052	6	99.0	5	6	11	6	6	720	2155
TAT55026	1	100.0	4	0	4	0	0	0	0
Average Per Unit		99.4			3.84			108	328
Industry Average Per Unit		87.0			4			95	300

1. The eService performance dashboard automatically displays key equipment and service information upon logging into the site
2. Users can select from a list of reports using this drop-down menu
3. Screens can be customized to display the preferred level of detail
4. Users can generate reports for the exact date range they need
5. By clicking on the links in data rows, users can view additional details